

FMCSA Portal E-zine

for Enforcement

Issue 3
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Office of Information Technology Federal Motor Carrier Safety Administration

IN THIS ISSUE

Delivering Updates to Your Desktop about the FMCSA Portal

A Word from the COMPASS Team

Welcome to the third issue of the *FMCSA Portal E-zine for Enforcement*. Several recent developments have affected MCMIS users and Enforcement personnel who want to establish new Portal accounts. Please see below for details. We are working now to resolve the issues and will keep you updated. **As a reminder, if you encounter any technical issues when using the Portal, please contact FMCSA Technical Support at 617.494.3003.** The Technical Support team is a good source for news and information about solutions that you may not be aware of.

Functionality Update

- The IT Development Division has resolved most of the earlier issues that affected primarily MCMIS users (e.g., "page not found" messages and buttons with images "grayed out"). These issues were caused by compatibility errors between existing systems and the Portal.

In the Works

We are working now on the following issues and will let you know once they have been resolved.

- An issue with the account request function has recently prevented some users from requesting new accounts. **To minimize any confusion, the registration process has been temporarily disabled.** We are working on this issue now and hope to have it resolved soon.
- Our plans for allowing MCMIS users to make assignments only through the Portal have been temporarily delayed because of technical issues. As of July 1, we have reinstated the ability of safety investigators to view assignments for compliance reviews and safety audits directly in MCMIS. Users who need to make assignments are strongly urged to use the Portal functionality, to ensure access to the most current functionality implemented there.

Tips

- You can track and organize your Compliance Review and Safety Audit assignments by clicking on the first column heading to sort the assignments. Any assignments that have not been assigned to a Safety Investigator will appear at the top, followed by assignments made to each Safety Investigator.
- As a security precaution, the Portal "times out" if you are inactive for more than 30 minutes. To reactivate the Portal, close your browser and log in again.

Feedback

We hope this e-zine will create more dialogue with the Enforcement community. To send your feedback or request additional information, contact the COMPASS team at compass@dot.gov. For technical support, contact FMCSA Technical Support at 617.494.3003.

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